

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

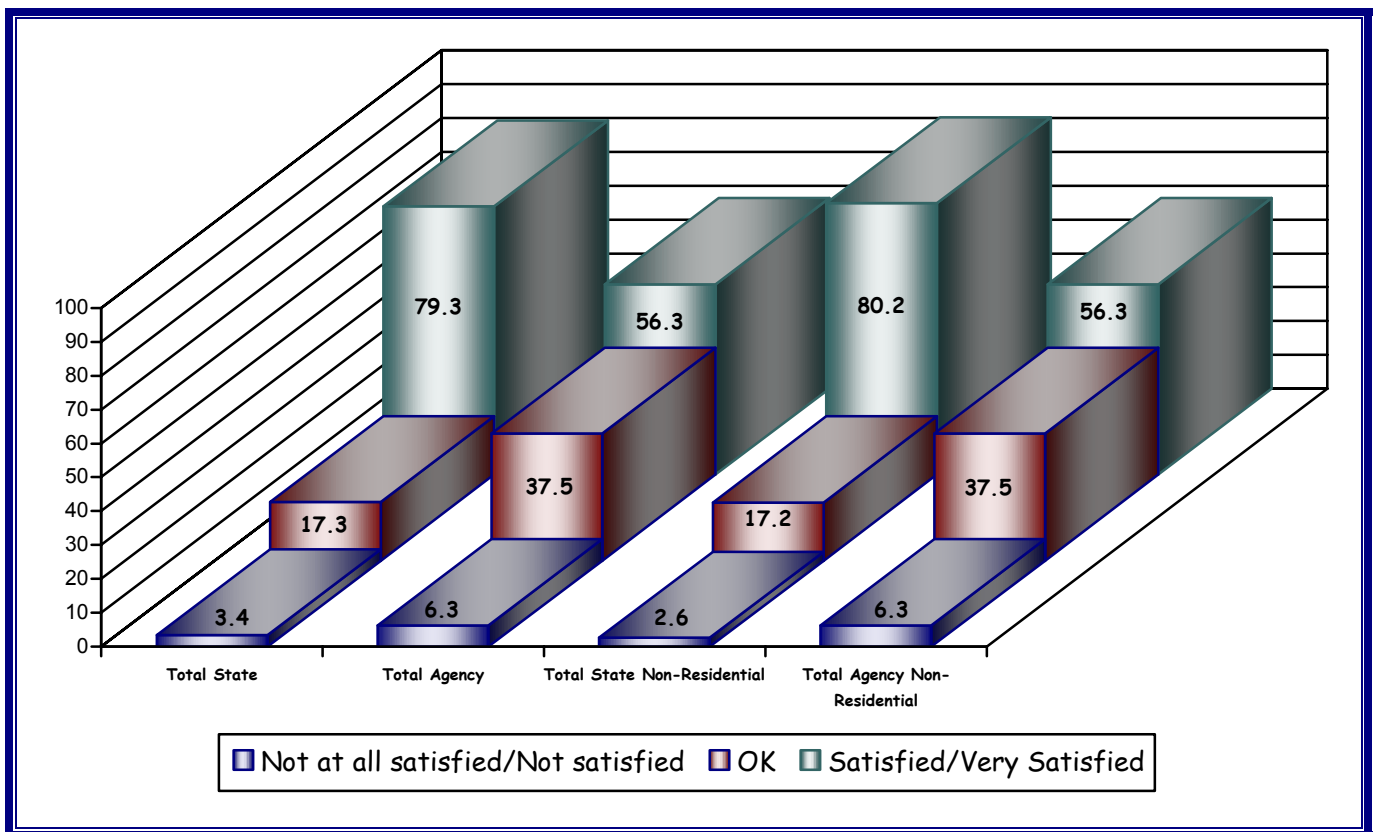
Agency: Pathways Community Behavioral Healthcare

Data: Total Jefferson City Facility

Demographics: Total Jefferson City

| | | Agency Survey Returns | |
|-----------------|------------------|---------------------------------|------------------------------------|
| | | Total Consumers Total Agency | Total Consumers Non-Residential |
| SEX | Male | 80.0% | 80.0% |
| | Female | 20.0% | 20.0% |
| RACE | White | 80.0% | 80.0% |
| | Black | 13.3% | 13.3% |
| | Hispanic | 0% | 0% |
| | Native American | 0% | 0% |
| | Pacific Islander | 0% | 0% |
| | Other | 6.7% | 6.7% |
| MEAN AGE | | 14.33 | 14.33 |
| | 0-17 | 100.0% | 100.0% |
| | 18-49 | 0% | 0% |
| | 50+ | 0% | 0% |

Overall Satisfaction with Services: Total Jefferson City



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.3% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated it as "satisfied" or "very satisfied" was lower than the state average (56.3% for this agency versus 79.3% for the state).

Satisfaction with Services: Total Jefferson City

| How satisfied are you . . . | Total Consumers | | Total Non-Residential Consumers | |
|---|-----------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency |
| with the staff who serve you? | 4.22 (1915) | 3.93 (15) | 4.24 (1369) | 3.93 (15) |
| with how much your staff know about how to get things done? | 4.08 (1911) | 3.50 (14) | 4.11 (1366) | 3.50 (14) |
| with how staff keep things about you and your life confidential? | 4.21 (1919) | 4.07 (15) | 4.21 (1371) | 4.07 (15) |
| that your treatment plan has what you want in it? | 4.11 (1907) | 3.75 (16) | 4.12 (1365) | 3.75 (16) |
| that your treatment plan is being followed by those who assist you? | 4.16 (1898) | 4.00 (16) | 4.14 (1355) | 4.00 (16) |
| that the agency staff respect your ethnic and cultural background? | 4.29 (1876) | 3.88 (16) | 4.29 (1346) | 3.88 (16) |
| with the services that you receive? | 4.20 (1915) | 3.81 (16) | 4.23 (1369) | 3.81 (16) |
| that services are provided in a timely manner? | 4.08 (1373) | 3.69 (16) | 4.08 (1373) | 3.69 (16) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. All of the overall State ratings were above a mean of 4.00 (1=not satisfied...5=very satisfied).
- The ratings for this agency ranged from 3.50 to 4.07. The highest rated item was with how staff keep things about the consumer's life confidential. The lowest rated item was with how much staff know about how to get things done.

Satisfaction with Quality of Life: Total Jefferson City

| | Total Consumers | | Total Non-Residential Consumers | |
|--|-----------------|--------------|---------------------------------|--------------|
| | State | Agency | State | Agency |
| How satisfied are you . . . | | | | |
| with how you spend your day? | 3.69 (1904) | 3.27 (15) | 3.74 (1360) | 3.27 (15) |
| with where you live? | 3.77 (1885) | 3.69 (16) | 3.77 (1344) | 3.69 (16) |
| with the amount of choices you have in your life? | 3.63 (1917) | 3.31 (16) | 3.62 (1373) | 3.31 (16) |
| with the opportunities/ chances you have to make friends? | 3.82 (1907) | 3.50 (16) | 3.76 (1363) | 3.50 (16) |
| with your general health care? | 3.80 (1872) | 3.47 (15) | 3.80 (1339) | 3.47 (15) |
| with what you do during your free time? | 3.74 (1897) | 3.44 (16) | 3.79 (1359) | 3.44 (16) |
| How safe do you feel . . . | | | | |
| in your home? | 4.26 (1897) | 4.69 (16) | 4.29 (1367) | 4.69 (16) |
| in your neighborhood? | 4.08 (1894) | 4.56 (16) | 4.12 (1362) | 4.56 (16) |
| <p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served by this agency were most satisfied with how safe they feel in their home (mean of 4.69) and least satisfied with how they spend their day (mean of 3.27).

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

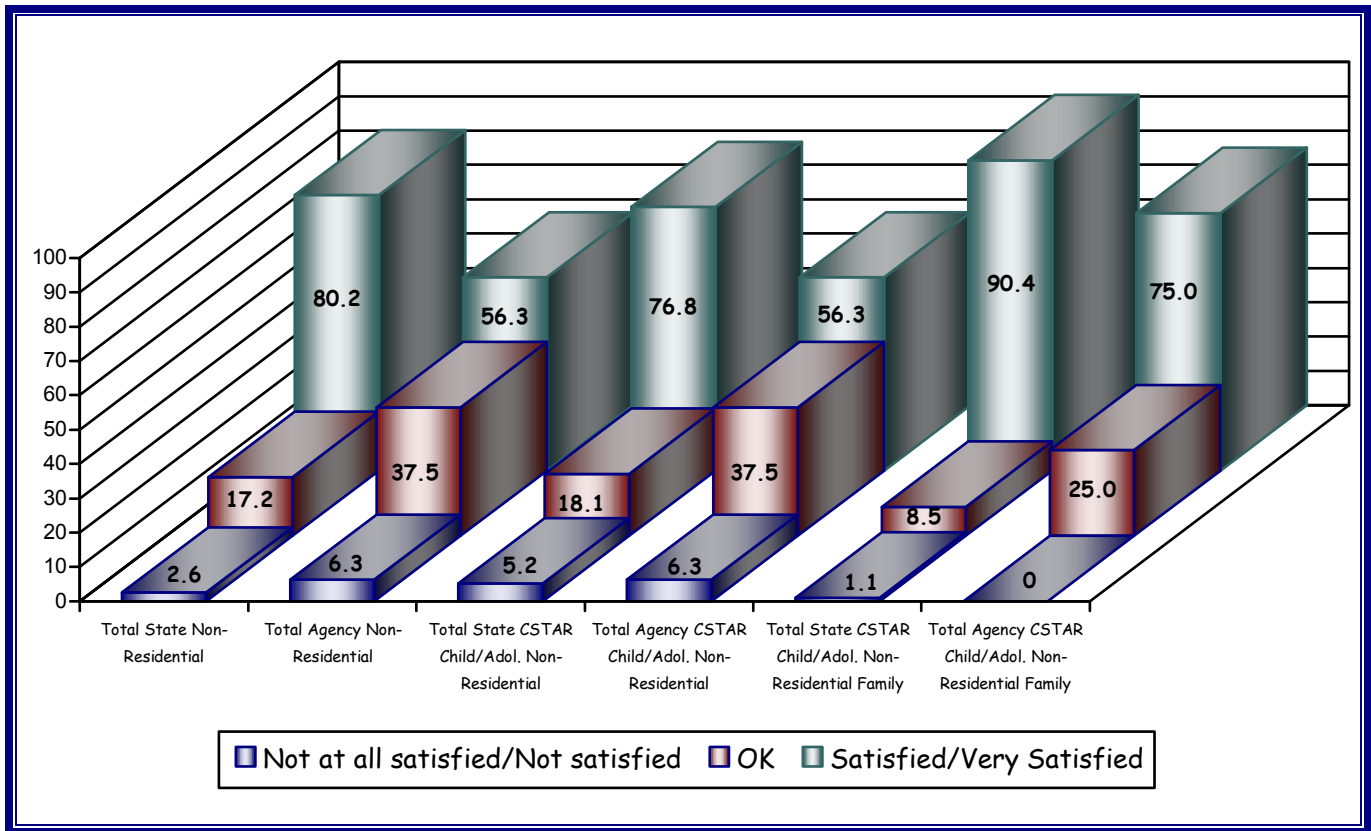
Agency: Pathways Community Behavioral Healthcare

Data: Total Jefferson City Non-Residential

Demographics: Jefferson City Non-Residential

| | | Agency Survey Returns | | |
|-----------------|------------------|---------------------------------|--|---|
| | | Total Consumers Non-Residential | CSTAR Child/Adolescent Non-Residential Consumers | CSTAR Child/Adolescent Non-Residential Family |
| SEX | Male | 80.0% | 80.0% | 75.0% |
| | Female | 20.0% | 20.0% | 25.0% |
| RACE | White | 80.0% | 80.0% | 100.0% |
| | Black | 13.3% | 13.3% | 0% |
| | Hispanic | 0% | 0% | 0% |
| | Native American | 0% | 0% | 0% |
| | Pacific Islander | 0% | 0% | 0% |
| | Other | 6.7% | 6.7% | 0% |
| MEAN AGE | | 14.33 | 14.33 | 14.00 |
| | 0-17 | 100.0% | 100.0% | 100.0% |
| | 18-49 | 0% | 0% | 0% |
| | 50+ | 0% | 0% | 0% |

Overall Satisfaction with Services: Jefferson City Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency's Non-Residential Program who rated it as "satisfied" or "very satisfied" was lower than the state average (56.3% for this agency versus 80.2% for the state).
- The CSTAR Child/Adolescent Family Members were more satisfied with services than the consumers were.

Satisfaction with Services: Jefferson City Non-Residential

| How satisfied are you . . . | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumer | | CSTAR Child/Adolescent Non-Residential Family | |
|---|---------------------------------|--------------|---|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency |
| with the staff who serve you? | 4.24 (1369) | 3.93 (15) | 4.18 (156) | 3.93 (15) | 4.55 (94) | 4.50 (4) |
| with how much your staff know about how to get things done? | 4.11 (1366) | 3.50 (14) | 3.99 (155) | 3.50 (14) | 4.45 (94) | 4.50 (4) |
| with how staff keep things about you and your life confidential? | 4.21 (1371) | 4.07 (15) | 4.23 (154) | 4.07 (15) | 4.72 (93) | 4.50 (4) |
| that your treatment plan has what you want in it? | 4.12 (1365) | 3.75 (16) | 3.98 (157) | 3.75 (16) | 4.41 (94) | 4.00 (4) |
| that your treatment plan is being followed by those who assist you? | 4.14 (1355) | 4.00 (16) | 3.85 (156) | 4.00 (16) | 4.43 (94) | 4.25 (4) |
| That the agency staff respect your ethnic and cultural background? | 4.29 (1346) | 3.88 (16) | 4.33 (156) | 3.88 (16) | 4.62 (91) | 4.00 (4) |
| With the services that you receive? | 4.23 (1369) | 3.81 (16) | 4.10 (155) | 3.81 (16) | 4.50 (94) | 3.75 (4) |
| That services are provided in a timely manner? | 4.08 (1373) | 3.69 (16) | 4.00 (155) | 3.69 (16) | 4.46 (93) | 4.00 (4) |
| The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this agency's Non-Residential Program ranged from 3.50 to 4.07. The highest rated item for this agency was with how staff keep things about the consumer's life confidential (mean of 4.07) and the lowest rated item was with how much staff know about how to get things done (mean of 3.50).

Satisfaction with Quality of Life: Jefferson City Non-Residential

| How satisfied are you . . . | Total Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Consumers | | CSTAR Child/Adolescent Non-Residential Family | |
|--|---------------------------------|--------------|--|--------------|---|-------------|
| | State | Agency | State | Agency | State | Agency |
| with how you spend your day? | 3.74 (1360) | 3.27 (15) | 3.52 (153) | 3.27 (15) | 3.81 (91) | 3.50 (4) |
| with where you live? | 3.77 (1344) | 3.69 (16) | 3.60 (151) | 3.69 (16) | 4.07 (92) | 4.50 (4) |
| with the amount of choices you have in your life? | 3.62 (1373) | 3.31 (16) | 3.25 (155) | 3.31 (16) | 4.02 (92) | 3.75 (4) |
| with the opportunities/chances you have to make friends? | 3.76 (1363) | 3.50 (16) | 3.88 (155) | 3.50 (16) | 3.80 (92) | 3.75 (4) |
| with your general health care? | 3.80 (1339) | 3.47 (15) | 3.74 (139) | 3.47 (15) | 4.27 (91) | 4.00 (4) |
| with what you do during your free time? | 3.79 (1359) | 3.44 (16) | 3.91 (152) | 3.44 (16) | 3.87 (92) | 3.75 (4) |
| How safe do you feel . . . | | | | | | |
| in your home? | 4.29 (1367) | 4.69 (16) | 4.55 (155) | 4.69 (16) | 4.58 (92) | 4.50 (4) |
| in your neighborhood? | 4.12 (1362) | 4.56 (16) | 4.47 (154) | 4.56 (16) | 4.42 (92) | 4.25 (4) |
| <p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p> | | | | | | |

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program at this agency were most satisfied with how safe they feel in their home (mean of 4.69) and least satisfied with how they spend their day (mean of 3.27).

